

Amendment 414

Contract No. 229944

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 414 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 13TH day of AUGUST, 2018, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to complete Point-To-Point Encryption. This work is performed per PA-ROF *Point-To-Point Encryption (CR-12244) v6.1* as approved by the Agencies on June 13, 2018.
- C. The Parties agree that the Work necessary to complete Point-To-Point Encryption will be performed and compensated as described below.

Agreement

Section 1.0 Description of Work

Customer Service Terminal (CST)

- 1.1 A new application mode will be introduced to the CST, PCI-C CST that will include functionality specific to this mode.
- 1.2 The ERGcst installation package will be updated so that the user (Vix employee commissioning the CST) is prompted to select between the following modes:
 - PCI-C CST
 - WPCST
 - TSYS-Vital Integrated CST

The PCI-C CST mode is intended to replace the functionality currently provided in the regular mode (TSYS-Vital Integrated CST). The screen layout and flow of the PCI-C CST will be modelled after the WPCST, which will also be updated with screen changes specified in this document. The WPCST 'full month sales' business rule will still apply to the WPCST and will not be incorporated into the PCI-C CST.

The following changes apply specifically to the PCI-C CST

- 1.3 The PCI-C CST will bypass the existing credit or debit card screens and instead the operator will be presented with the option to enter the last four digits of the card number and select the card type for credit transactions (MasterCard or Visa). Card type will default to Visa and can be changed by operator as required. These will be mandatory fields. This is similar to the existing WPCST, however, the authorization code and account holder name fields will be removed. This change applies to both the PCI-C & WPCST.
- 1.4 When processing a sale using the credit card payment method, Visa will be used as the default card type. Debit card sales will also default the card type to Debit (not modifiable on all Debit Card Payment & Refund screens). This change applies to both the PCI-C & WPCST.
- 1.5 Since the PCI-C CST does not perform the debit/credit card authorization, the only requirement for it is to record the fact that a credit/debit card was processed and to store the card type and last four digits of the card number. This is a statement of existing WPCST behavior that will be incorporated into the PCI-C CST.

- 1.6 When performing a Transaction Reversal, the Credit/Debit Card Refund screen will be prepopulated with the last four digits of the card associated with the original sale and is not modifiable. The card type will be prepopulated to Visa for the Credit Card Refund screen (modifiable) and Debit for the Debit Card Refund screen (not modifiable). Note; MS Retail does not record the card type in its system for credit card transactions, thus, the CST is defaulting this value; CST operators may need to change this value accordingly. This change applies to both the PCI-C & WPCST
- 1.7 When performing a Non ORCA Product Refund, the Credit Card Refund screen will be prepopulated with the last four digits of the card originally used in the transaction and is not modifiable. The card type will be prepopulated to Visa for the Credit Card Refund screen (updateable) and Debit for the Debit Card Refund (no updateable) screen. Note; MS Retail does not record the card type in its system for credit card transactions, thus, the CST is defaulting this value; CST operators may need to change this value accordingly. This change applies to both the PCI-C & WPCST.
- 1.8 In transaction failure scenarios, such as ORCA card commit failures or other errors that cause the CST to be unable to complete the transaction, where the credit/debit card payment methods were used, the CST will invoke a Credit/Debit Card Refund screen (for failed sales) or Credit/Debit Card Payment screen (for failed reversals) where the last four digits of the credit/debit card (not modifiable) and card type (not modifiable) will be prepopulated with the details previously entered by the operator. This is a statement of existing WPCST behavior that will be incorporated into the PCI-C CST.
- 1.9 CST receipts currently show credit/debit card processing information for transactions involving these payment methods, using the sales receipt as an example:

- Debit card

DEBIT ACCOUNT

DEBIT *****####

AUTH (authorization code) APPROVED

AMOUNT \$x.xx

- Credit card

CREDIT ACCOUNT

MC/VISA *****####

AUTH (authorization code) APPROVED

AMOUNT \$x.xx

SIGN _____

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO MY CREDIT CARD ISSUER

The payment details for credit/debit card transactions on all receipts (i.e. sales, reversal, and refund) will be updated so that the authorization code/status, signature and corresponding text are removed. Using the sales receipt as an example:

- Debit card

DEBIT ACCOUNT

DEBIT *****####

AMOUNT \$x.xx

- Credit card

CREDIT ACCOUNT

MC/VISA *****####

AMOUNT \$x.xx

There will be no change to packing slips.

There will be no change to receipt functionality elsewhere in the RFC System (apart from the removal of credit/debit card processing details for CST transactions).

This change applies to both the PCI-C & WPCST.

- 1.10 Both customer and merchant copies of receipts will still be printed for transactions containing credit/debit card payment methods. This is a statement of existing WPCST behavior that will be incorporated into the PCI-C CST.
- 1.11 The CST itself will not perform chargeback; this will need to be managed by the payment processor. This is a statement of existing WPCST behavior that will be incorporated into the PCI-C CST.
- 1.12 Generated UD will only contain the card type and last four digits, the authorization number will not be captured. This change applies to both the PCI-C & WPCST. Online transaction history will still show the card type and last 4 digits associated with credit card transactions.
- 1.13 Tender information stored in MS Retail will only capture the card type and last four digits; the approval code and account holder information will not be populated. This change applies to both the PCI-C & WPCST.
- 1.14 Credit/debit card sales performed using the PCI-C CST will not be populated in MS Retail's EDC batch and batch reports. Batch settlement will need to be performed via the payment processor. This is a statement of existing WPCST behavior that will be incorporated into the PCI-C CST.

1.15 All transactions carried out on the PCI-C CST in training mode will be created with the 'test mode' flag set and will not be settled. This is a statement of existing WPCST behavior that will be incorporated into the PCI-C CST.

1.16 Static text will be incorporated into the credit/debit card payment and refund screens. Static text to be provided by the Agencies.

Waivers

The PCI-C CST will be configured so that all credit/debit card processing will be carried out using Agency supplied hardware and internet connectivity. As such, there is no method for the Contractor to check and confirm there is a corresponding valid credit/debit card charge. This presents a risk that value is being added to an ORCA card when the payment has not been systematically authorized via the RFC system. The risk would be similar to a cash sale, where value is added to a card but no cash was received. Therefore, as a result of the Work performed under this Amendment 414 all payment authorization liability shifts to the Agencies and becomes the Agencies' responsibility. As there is no automated connection between the two processes, the Contractor accepts no liability for any fraudulent value added via this functionality added under this Amendment 414.

The PCI-C CST will still process credit card information entered for product autoloads via Cybersource. Modification to this functionality is in scope for CR-12243 Cybersource Tokenization.

Each Agency-chosen payment processor must implement their solution independently and such payment process solution cannot require any application to be installed on, connected to, or processed through the CST device or any peripheral. Access to third-party websites to view the payment processor transactions and settlement reports is available via the Chrome browser installed on the CST machines. The Contractor in no way represents that a selected payment processor or any other third-party website required by any payment processor will be available or work when used in connection with the PCI-C CST. The Contractor and Agencies agree that the use of third-party payment processors by the Agencies will be completely standalone from the CST and no Agency shall select any payment processor that requires any integration effort with the PCI-C CST. For clarity, this includes, but is not limited to, the following:

- The Agencies shall not connect any peripherals to any CST machine.
- The Agencies shall not load or execute any software applications (including peripheral drivers) on any CST machine.

As the Contractor cannot guarantee the success of third-party websites (i.e. payment gateways) required by payment processors, the Agencies are responsible for ensuring the respective payment processor selected by each Agency will conform to the requirements set forth herein.

Any Agency that fails to (1) implement the solution identified in Section 1 of this Amendment 414 and (2) comply with this Waivers section of Amendment 414 will be required to submit a new change request to the Contractor.

Documentation Updates

The following documents will be updated as a result of this solution:

- SEA-00045 Customer Service Terminal (DR 108)

Section 2.0 Schedule

2.1 The Work described in Section 1.0 will be completed in Maintenance Release 40 (MR 40)

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP COST	SUM
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Amendment No. 414

Point-To-Point Encryption	
TOTAL	\$96,479

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Four Hundred and Fourteen shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: *Harry Joogin*
Its: General Manager
Date: 8-13-2018

The Agencies

By: *Cheryl Hunter*
Their: ORCA Operations Manager
On behalf of the Agencies
Date: 8/13/2018